

IN THE CLAIMS:

Please cancel claim 14 without prejudice as to the subject matter contained therein.

Please amend the claims as follows:

A marked up copy of each amended claim pursuant to 37 CFR § 1.121(c)(1)(ii) appears on the page immediately following the amended claim.

- A7
1. (Amended) A solutions-based computer system manufacturing process comprising:
- responsive to a customer order or plan, assembling distinct computer and storage system components for creation of a given solution-based product as a function of the customer order or plan; and
- assigning a solution identifier to the solution-based product, the solution identifier including a solution type and a unique identifier within the solution type

- A8
3. (Amended) The computer system solutions-based manufacturing process of claim 1, wherein the solution-based product includes at least one of a storage area network (SAN), network attached storage (NAS), storage domain management (SDM) product, storage virtualization product, server cluster, and e-commerce configuration product.

- A9
8. (Amended) A method of implementing solutions-based system support comprising:
- providing an entry form for entering solution objects and service tags of components of a respective solutions-based system; and

A9 responsive to a completion of the entering of solution objects and service tags, generating a PowerTag identifier, the PowerTag identifier suitable for use in connection with obtaining custom support services as a function of the PowerTag identifier.

9. (Amended) The method of claim 8, wherein providing an entry form includes providing an on-line web form implementation of the entry form hosted by a web server.

A10 17. (Amended) The method of claim 16, further wherein dynamically generating the web pages includes constructing respective web pages using information obtained from at least one of a documentation system, a file library system, and a knowledge base system, as a function of the PowerTag identifier.

18. (Amended) The method of claim 17, further wherein each of the documentation system, the file library system, and the knowledge base system includes at least one of a server system, storage system, management system, and corresponding software for a respective documentation, file library, and knowledge base system.

A11 26. (Amended) The computer system of claim 25, wherein the solutions-based products further include at least one of multiple servers, storage systems, software components, and networking interconnects.

A12 28. (Amended) The computer system of claim 27, further wherein:
said at least one storage is further for storing a table of associated service tags, the table being indexed according to the solution identifier.

29. (Amended) A computer system comprising:

A 12 a processor; and

a storage, said storage including software processible by said processor for of implementing solutions-based system support including a) providing an entry form for entering at least one of solution objects and service tags of components of a respective solutions-based system, and b) responsive to a completion of the entering of solution objects and service tags, generating a PowerTag identifier, the PowerTag identifier suitable for use in connection with obtaining custom support services as a function of the PowerTag identifier.

30. (Amended) A computer system comprising:

a processor; and

a storage, said storage including software processible by said processor for implementing solutions-based system support including a) inputting a PowerTag identifier particular for a solution-based system, and b) responsive to the input of the PowerTag identifier, outputting custom support services as a function of the PowerTag identifier.

MARKED UP COPY OF AMENDED CLAIMS 1, 3, 8, 9, 17, 18, 26 AND 28 - 30

PURSUANT TO 37 CFR § 1.121 (c)(1)(ii)

1. (Amended) A solutions-based computer system manufacturing process comprising:
 - responsive to a customer order or plan, assembling [at least one or more selected from the group consisting of] distinct computer and storage system components for creation of a given solution-based product as a function of the customer order or plan; and
 - assigning a solution identifier to the solution-based product, the solution identifier including a solution type and a unique identifier within the solution type
3. (Amended) The computer system solutions-based manufacturing process of claim 1, wherein the solution-based product includes at least one [selected from the group consisting] of a storage area network (SAN), network attached storage (NAS), storage domain management (SDM) product, storage virtualization product, server cluster, and e-commerce configuration product.
8. (Amended) A method of implementing solutions-based system support comprising:
 - providing an entry form for entering [at least one of] solution objects and service tags of components of a respective solutions-based system; and
 - responsive to a completion of the entering of solution objects and service tags, generating a PowerTag identifier, the PowerTag identifier suitable for use in connection with obtaining custom support services as a function of the PowerTag identifier.

9. (Amended) The method of claim 8, wherein providing an entry form includes providing [a] an on-line web form implementation of the entry form hosted by a web server.
17. (Amended) The method of claim 16, further wherein dynamically generating the web pages includes constructing respective web pages using information obtained from at least one of a documentation system, a file library system, and a [knowledgebase] knowledge base system, as a function of the PowerTag identifier.
18. (Amended) The method of claim 17, further wherein each of the documentation system, the file library system, and the [knowledgebase] knowledge base system includes at least one of a server system, storage system, management system, and corresponding software for a respective documentation, file library, and [knowledgebase] knowledge base system.
26. (Amended) The computer system of claim 25, wherein the solutions-based products [include] further include at least one of multiple servers, storage systems, software components, and networking interconnects.
28. (Amended) The computer system of claim 27, further wherein:
said at least one storage is further for storing a table of associated service tags, the table being indexed according to the solution identifier.
29. (Amended) A computer system comprising:
[at least one] a processor; and
[at least one] a storage, said [at least one] storage including software processible by said [at least one] processor for of implementing solutions-based system support including a) providing an entry form for entering at least one of

solution objects and service tags of components of a respective solutions-based system, and b) responsive to a completion of the entering of solution objects and service tags, generating a PowerTag identifier, the PowerTag identifier suitable for use in connection with obtaining custom support services as a function of the PowerTag identifier.

30. (Amended) A computer system comprising:

[at least one] a processor; and

[at least one] a storage, said [at least one] storage including software processible by said [at least one] processor for implementing solutions-based system support including a) inputting a PowerTag identifier particular for a solution-based system, and b) responsive to the input of the PowerTag identifier, outputting custom support services as a function of the PowerTag identifier.